

## **Customer Alert – Beware of Bogus Phone Calls, Emails, Voice Message Calls, and SMS Messages**

The Bank of East Asia, Limited, Macau Branch (“BEA Macau Branch”) would like to remind customers to remain vigilant following reports of bogus phone calls, emails, voice message (“VM”) calls, and SMS messages. In these calls, emails, or messages, you may be asked to provide your personal information or to authenticate your account. You may also be requested to call a bogus hotline number to check your transactions.

BEA Macau Branch will never ask you to provide sensitive personal information (including login passwords or one-time passwords) by phone, email or message, and will never notify you of account irregularities through pre-recorded messages. You are strongly urged to protect your personal information at all times. If you are suspicious about the identity of a caller or sender, make sure to ask for their contact number and information. If you have received a suspicious phone call, email, or message, you should also verify any hotline number you are directed to before calling it, rather than simply following instructions.

If you have provided personal information in response to such a call, email, or message, you should immediately report the case to the Police for investigation, and call the BEA Macau Branch Customer Service Hotline on (853) 2833 5308 for assistance.

Please visit the website of The Judiciary Police of Macau ([www.pj.gov.mo](http://www.pj.gov.mo)) to learn how to safeguard yourself against bogus calls.

### **客戶通知 – 慎防偽冒電話、電郵、語音訊息來電及手機短訊**

東亞銀行有限公司澳門分行（「東亞銀行澳門分行」）籲請客戶留意，據報近日出現大量偽冒電話、電郵、語音訊息來電及手機短訊(SMS)。在該等偽冒電話、電郵及訊息中，你可能會被要求提供個人資料或認證你的賬戶，亦可能會被要求致電偽冒熱線號碼查核你的交易。

東亞銀行澳門分行強調不會以電話、電郵或訊息要求你提供任何敏感的個人資料（包括登入密碼和只用一次的密碼），亦不會透過預錄語音訊息通知你的銀行戶口出現異常。東亞銀行澳門分行提醒你要時刻保護個人資料。若對來電或發訊者的身份有懷疑，應要求對方提供聯絡電話及其他資料。如你對收到的電話、電郵或訊息有懷疑，應核實訊息中所載的熱線電話是否真實之熱線號碼，而不是只依照指示聯絡有關單位。

若你曾向偽冒的電話、電郵或訊息的偽冒熱線電話提供了個人資料，應立即向警方報案以作調查，並致電東亞銀行澳門分行客戶服務熱線 (853) 2833 5308，以便跟進。

請瀏覽澳門司法警察局網站 ([www.pj.gov.mo](http://www.pj.gov.mo)) 以了解如何防範受騙。